# 56K USB Call Waiting Modem

more product info here

## User's Manual

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# Introduction

Thank you for purchasing the *Action*tec 56K USB Call Waiting Modem. Combining proven 56K technology with the hot-swap capabilities of a USB peripheral, *Action*tec provides you with an easy-to-use enhancement to your on-line communications.

The Call Waiting feature of this modem allows you to be surfing the Web and receive notification of an incoming call. Now you will not have to miss that call. When a call comes in while the modem is using the line, the modem will ring, just like your phone would have normally. You can pick up the phone to quickly screen the incoming call. This suspends your internet connection, rather than ending it. You can then either stay on the phone talking or hang up to get back to surfing the Web. (Requires that Call Waiting Service is available in your area and purchased by you from your phone company.)

The *Action*tec 56K USB Call Waiting Modem connects to your computer's USB port. This allows you to "hot-swap" or install and uninstall the modem without restarting your computer each time. The USB connection also gives the modem its power. This eliminates the need for an external power supply.

The combination of USB hot-swapping with the Call Waiting feature makes the innovative *Action*tec 56K USB Call Waiting Modem a highly versatile personal communications tool.

# Contacting *Action*tec Customer Support

*Action*tec Electronics prides itself on making high-quality, durable, high-performance products. If you should need assistance, the *Action*tec Technical Support Department is available from 7:00 AM to 7:00 PM Pacific Coast Time, Monday through Friday to provide professional support.

New drivers and firmware are released as need arises to insure maximum compatibility and operation of your new *Action*tec 56K USB Call Waiting Modem. Find out about these and other new *Action*tec products on the web at: **http://www.actiontec.com**.

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## Product Registration

The installation CD that came with your *Action*tec 56K USB Call Waiting Modem contains a file called *registration*. This file will take you to the *Action*tec web site:

**http://www.actiontec.com/registration**

Please fill in the required fields so that you can get prompt support and notification of periodic product upgrades.

## Safety Information

To avoid a shock hazard, do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm. Any equipment to which this product will be attached must also be connected to properly wired receptacles.

When using your telephone equipment basic safety precautions should always be followed to reduce the risk of fire, electrical shock, and injury to persons, including the following:

- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electrical shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak.

Do not connect your modem to a digital PBX system. This may damage the modem. This modem is designed to function with an analog telephone line, such as a residential line.

Do not connect your modem to an ISDN line. These lines may damage the modem.

Please note that this modem is fully compatible with analog telephone lines that are connected to a Digital Exchange. Digital Exchanges supply analog lines to homes and businesses in some areas.

# Product Features

This *Action*tec 56K USB Call Waiting Modem allows your computer to connect to an ISP supporting V.90 or *K56Flex*™ protocols.*

- Conforms to the ITU-T V.90 specification with auto-negotiation of V.90, V.34, V.32bis, V.32, V.23, V.22bis, V.22, V.21, Bell 212A, and Bell 103 protocols.
- Supports Group 3, Class 1 and 2 fax protocols.
- V.42bis and MNP5 data compression. MNP2 - MNP4, V.42, and LAPM error correction.
- Completely controller-based.
- Full-duplex
- Call Waiting. See page 18.

***The Actiontec 56K USB Call Waiting Modem is capable of 56K downloads. However, due to FCC rules which restrict the power output of your ISP's modems, current download speeds are limited to 53K bps. Depending on the conditions of your telephone lines, full 53K bps connections may not be achieved. In these cases, you will achieve speeds up to 53K bps.***

# Package Contents

This package contains:

- *Action*tec 56K USB Call Waiting Modem
- User's Manual and Quick Start Guide
- Voice/Fax Data Communications Software
- USB peripheral cable
- telephone cable
- Installation Software CD-ROM

# Before You Begin

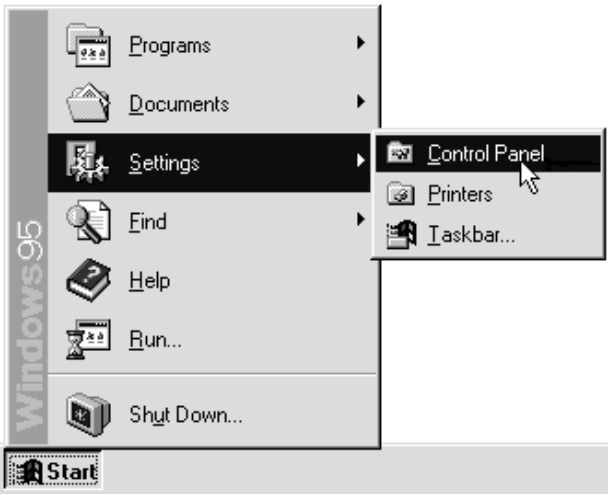
*Determining Your Version of Windows 95*

**Note: Windows 95, Windows 95A, and Windows NT 4.0 do not support USB, and you will need to install Windows 98 or a USB capable version of Windows 95 before installing or using the *Action*tec 56K USB Call Waiting Modem.**

**Windows 98 supports USB. Windows 95B will support USB, but not as shipped. To add supplemental USB software to Windows 95B, double-click on the icon for USBsupp.exe on the installation CD, and follow the on-screen instructions.**

To determine your version of Windows 95, follow these steps:

Step 1 Turn on the computer and load Windows 95. After Windows has loaded, Click the **Start** button in the taskbar. On the **Start** menu, click **Settings,** then click **Control Panel**.



Step 2 In **Control Panel,** double-click the **System** icon.

Step 3 Windows will display the **System Properties** window. In the **System Properties** window, if it is not already visible, click the **General** tab. The "Microsoft Windows 95" statement will be followed by a number. If this number is **4.00.950** or **4.00.950a,** it will be necessary to upgrade your operating system before using the *Action*tec 56K USB Call Waiting Modem (or any USB peripherals or networks.) If the number is 4.00.950B, double-click on "*usbsupp.exe*" on the installation CD-ROM, and follow the on-screen instructions.

**Note: Also included on the installation CD-ROM is a freeware program called Usbready.exe. If you feel any uncertainty as to whether or not the *Action*tec 56K USB Call Waiting Modem or any USB peripheral or network can be used with your operating system, double click on the icon for Usbready.exe and follow the on screen instructions.**

# Installing the Modem

*Installing the USB Peripheral Cable and Telephone Cable*

The drawing below shows the back panel of the *Action*tec 56K USB Call Waiting Modem and the correct cable installation. The USB peripheral cable has a different connector at either end. The flatter, rectangular plug attaches to the USB port of your computer. The smaller plug that is more square in shape attaches to the back of the modem.

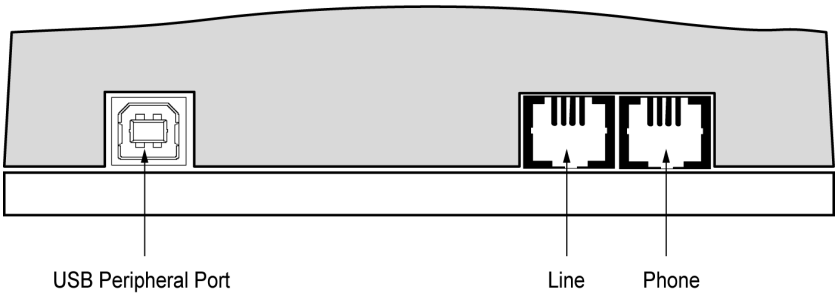



**Figure 1: Rear View of 56K USB Call Waiting Modem**

On the rear panel of your modem are input jacks to connect devices to the modem. As shown in the diagram, there are jacks for connection to a *phone* and to a phone *line*. The connector labeled "Line" is meant to be connected to a standard household analog phone line. To help reduce the load on your phone line, it is recommended that the modem be the only device connected. Plug your telephone into the port on the back of the modem labeled "Phone." This will facilitate use of the Call Waiting feature (see page 18.)

# Modem Indicator Lights

The front of the modem contains the modem indicator lights. These are shown below:

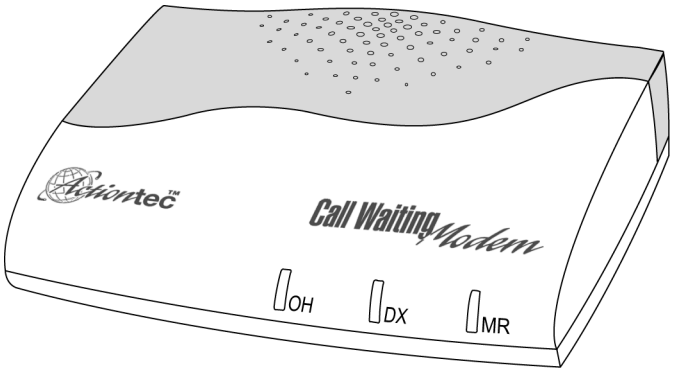



**Fig. 3: Modem Indicator Lights**

These LED (or Light Emitting Diode) indicators report modem status. They are (from left to right):

| | |
|---|---|
| Off Hook (OH) | On when the modem is off the hook |
| Data Transfer (DX) | On when the modem is receiving (or sending) data |
| Modem Ready (MR) | On when the modem is properly connected to the computer |

# Device Driver Installation and Configuration

*Configuring Windows 95 OEM Service Release 2*

Step 1 After starting your system, plug the modem into an available USB port. Windows 95 will detect the new hardware and launch the **Update Device Driver Wizard,** displaying the dialog box shown below. Insert the installation CD-ROM and click **Next**.

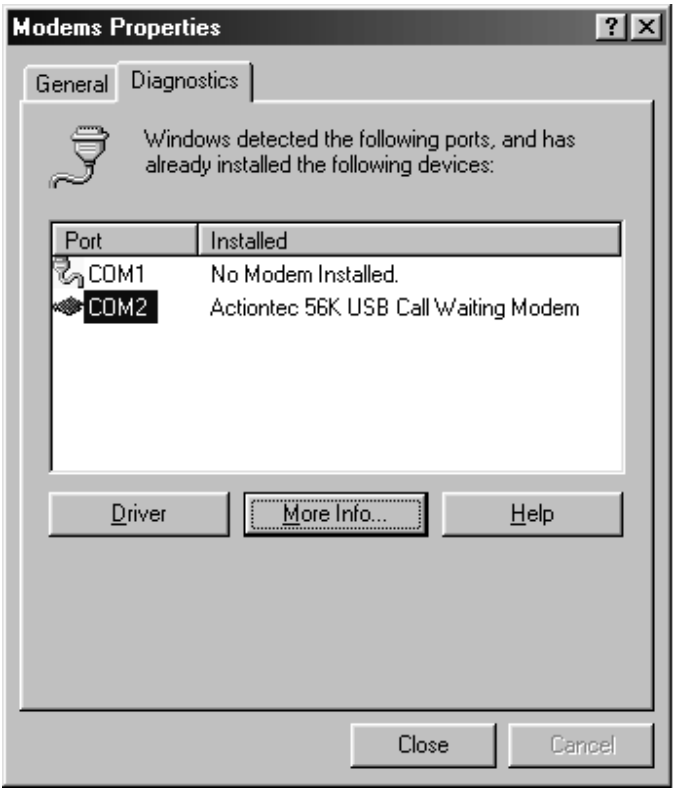
Update Device Driver Wizard
This wizard will complete the installation of:
Unknown Device
by searching your local drives, network, and Internet locations for the most current driver.
If you have a disk or CD-ROM that came with this device, insert it now.
It is recommended that you let Windows search for an updated driver. To do this, click Next to continue.
< Back
Next >
Cancel

Step 2 After Windows 95 has found the drivers for your modem, click **Finish**.

Update Device Driver Wizard
Windows found the following updated driver for this device:
Actiontec USB Call Waiting Modem
If you want to use this driver, click Finish. If this is not the correct driver and you want to search for a different driver manually, click Other Locations.
Location of Driver
Other Locations...
< Back
Finish
Cancel

After Windows has copied and installed the drivers, it detects an "Unknown Device" again. It will quickly identify the device as an "Actiontec 56K USB Call Waiting Modem" and finish the installation.

Step 3 To determine what COM port is assigned to the modem in Windows 95, On the taskbar click **Start.** On the **Start** menu, click **Settings,** then click **Control Panel.** In **Control Panel** double click the **Modems** icon. Click the **Diagnostics** tab.




Step 4 Remember this COM port number. When you install your Data/Fax software, you will need to set your modem port location to this same number.

*Configuring Windows 98*

Step 1 Start up your system. Plug the modem into the USB port of your computer.

Step 2 Windows 98 will immediately display the **New Hardware Wizard** and identify the modem as a "USB Composite Device." Click the **Next** button.

Add New Hardware Wizard
This wizard searches for new drivers for:
USB Composite Device
A device driver is a software program that makes a hardware device work.
< Back
Next >
Cancel

Step 3 At the next screen, select the option "Search for the best driver for your device." Click **Next**.

Add New Hardware Wizard
What do you want Windows to do?
Search for the best driver for your device. (Recommended).
Display a list of all the drivers in a specific location, so you can select the driver you want.
< Back
Next >
Cancel

Step 4 At the next screen, put a “check” in the box for “CD-ROM drive.” Make sure the installation CD is in the CD-ROM drive, then click **Next.** (Note: Check the drive path for the correct drive letter. It may be necessary to change the drive letter to that of theCD-ROM drive.)

Add New Hardware Wizard
Windows will search for new drivers in its driver database on your hard drive, and in any of the following selected locations. Click Next to start the search.
Floppy disk drives
CD-ROM drive
Microsoft Windows Update
Specify a location:
C:\
Browse...
< Back
Next >
Cancel

Step 5 At the next dialog box, Windows will report that it has found more than one driver for a peripheral like your modem. Make sure “The updated driver (Recommended)” is selected. Click **Next.**

Add New Hardware Wizard
Windows has found an updated driver for this device, and also some other drivers that should work with this device.
What do you want to install?
The updated driver (Recommended)
Actiontec USB Call Waiting Modem
One of the other drivers.
View List...
< Back
Next >
Cancel

Step 6 Windows 98 will find the driver on the floppy disk or CD-ROM and identify the modem as an "Actiontec USB Call Waiting Modem." Click the **Next** button.

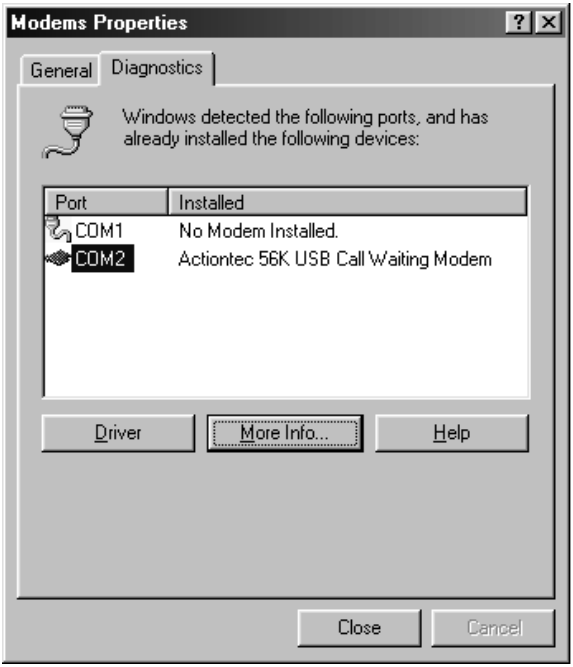
Add New Hardware Wizard
Windows driver file search for the device:
Actiontec USB Call Waiting Modem
Windows is now ready to install the best driver for this device. Click Back to select a different driver, or click Next to continue.
Location of driver:
A:\ATLASWD.INF
< Back
Next >
Cancel

Step 7 When installation of the software is successfully completed, the box below should appear. Click **Finish.**

Add New Hardware Wizard
Actiontec USB Call Waiting Modem
Windows has finished installing the software that your new hardware device requires.
< Back
Finish
Cancel

After Windows has copied and installed the drivers, it detects an "Unknown Device" again. It will quickly identify the device as an "Actiontec 56K USB Call Waiting Modem" and finish the installation.

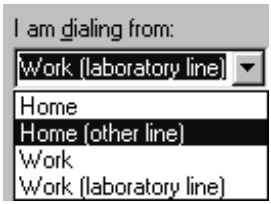
Step 8 To determine what COM port is assigned to the modem in Windows 95, On the taskbar click **Start.** On the **Start** menu, click **Settings,** then click **Control Panel.** In **Control Panel** double click the **Modems** icon. Click the **Diagnostics** tab.




Step 9 Remember this COM port number. When you install your Data/Fax software, you will need to set your modem port location to this same number.

# Setting Your Modem's Dialing Properties For Various Locations

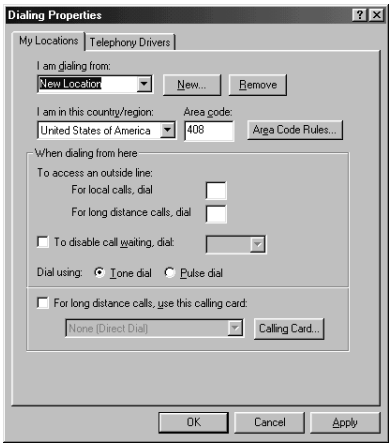
Depending on where you are dialing from, it may be necessary to change the country setting of your modem. The Dialing Properties window allows you to set this and other options depending on the places or situations where you might be using the modem. Using this utility, you can set up call waiting disabling and dial-out prefixes, country or region settings, and area code rules for different locations. After you set up the configuration for a particular place, naming it in the **I am dialing from** box will allow you to return to these settings from those for a different location with just a couple of mouse clicks. Below is an example of a possible list of saved-settings.




To set up a location:

Step 1 On the taskbar, click **Start.** On the **Start** menu click **Settings**, then click **Control Panel**. In **Control Panel,** double-click the **Modems** icon. Click the **General** tab if it is not already visible. On the general tab, with the COM port of your *Action*tec 56K USB Call Waiting Modem selected, click **Dialing Properties.**

Step 2 The **Dialing Properties** window will appear (see below.) Click on the **My Locations** tab, if it is not already visible.



Step 3 Click **New**. In the **I am dialing from** box, replace "New Location" with the name you wish to give to this particular configuration. Later, when you wish to restore these settings after using others, you will just click on this name in the **I am dialing from** box.

Step 4 To configure the Country setting, in the **I am in this country/region** box select the country from which you will be using the modem.

Step 5 Change the other settings, as needed.

**Note:** If you make an error, make sure that the name of the settings containing the problem is selected in the **I am dialing from** box. Click **Remove**, and go back to Step 3 to begin reconstructing the settings for that location.

Step 6 When finished configuring your different groups of settings, Click **OK**. Windows will automatically save the groups under the names you gave them.

# Installing Your Communications Software

The default installation parameters in the software that came with this modem have been specially configured to work with the *Action*tec 56K USB Call Waiting Modem. The Users Guide for this program can be found inside the modem package on the installation CD-ROM (depending on the model you purchased).

If you wish to use another software package, make sure that it supports the *Action*tec 56K USB Call Waiting Modem. Most software manufacturers have a listing of supported modems on their websites or BBS's. Check these sites to see if this model is supported. If you are unsure or your brand of software supports only a few modems, try selecting "Hayes Compatible", "Lucent Generic," or "Standard Modem." One of these may work in certain cases.

Some software programs allow manual input of parameters. For the users of these programs, here is a listing of the Data/Fax/Voice Command Standards supported.

| | |
|---|---|
| Data: | TIA/EIA-602 |
| Fax: | TIA/EIA-578 for Class 1 Fax |
| Voice: | TIA IS-101 support for TAD (Telephone Answering Device) |
| Init String: | **at&fw2s109=2s38=1s37=14** |

*TIA IS-101 Commands not supported:*

Caller ID
Full Duplex Speakerphone
VoiceView

**Note:** Some programs must be configured to communicate with the modem on the same COM port and or IRQ setting used by the modem See the "Installing the Modem" section for instructions on how to determine your COM Port and IRQ settings.

### *Using the Modem's Voice Features*

This modem supports TIA IS-101 commands applicable to a Telephone Answering Device. In order to take advantage of this feature, you will need a sound card equipped with an external microphone and external speakers. A software application which supports these TAD functions, such as the one supplied with the modem, is also required.

A modem based Telephone Answering Machine works by using a sound card equipped with a microphone to record an outgoing message. This message is stored as a .wav file which is played by the modem when an incoming call is detected. The modem converts the digital information contained in the .wav file into an audio signal which is then sent over the phone line. The person calling hears this as your outgoing message.

The sequence of recording an incoming message is the reverse of an outgoing message. The modem converts the audio signal, in this case the message being left, into digital information and stores it as a .wav file on your computer's hard drive. When you play back the stored messages the communications software plays back these .wav files. You hear them as your recorded messages.

The application program must be able to communicate with both the sound card and the modem. The default parameters of the software witch came with your modem have been specially configured for your modem's voice capabilities. Even if you decide to use another third-party application, test the modem and it's voice functions with the included application first for best results.

**Note:** The *Action*tec 56K USB Call Waiting Modem supports Distinctive Ring and Caller ID when used with some communications software applications, including the communications software application shipped with this modem. The communications software you decide to use must support Distinctive Ring and Caller ID to make use of these features of the *Action*tec 56K USB Call Waiting Modem.

# The Call Waiting Feature

With the Call Waiting feature from your telephone company and the *Action*tec 56K USB Call Waiting Modem installed, your modem will notify you of an incoming call as you are surfing the Web. You may pick up the phone that is connected to your modem to find out who is calling you, and you'll have a period of time (approximately 7 seconds, depending on your ISP) to hang up the phone and continue surfing.

*To Receive an Incoming Call while Online:*

Step 1 You will hear a ring every 6 seconds. This will originate from the modem rather than from the phone, and it will be repeated for 5 rings.

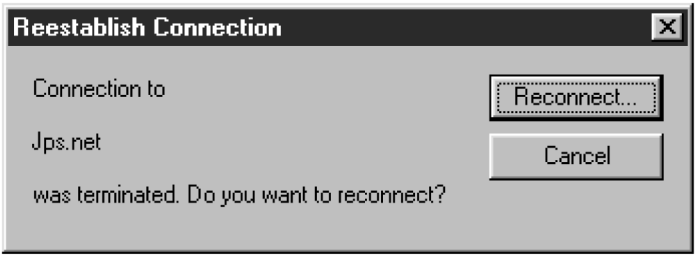
Step 2 To receive the call, pick up the phone that is connected to your modem.

Step 3 Talk to the calling party.

Step 4 If you hang up within approximately 7 seconds (depending on your ISP) you may continue to surf the Web.

**Note:** If after screening the incoming call you wish to quickly finish your online work and continue talking to the caller, ask the caller to stay on the line. Hang up the phone, and finish your work. After disconnecting the modem you can pick up the phone and continue talking to the caller.

Step 5 If you want to talk to the calling party or the time period exceeds the ISP's time limit, your Internet access will be automatically disconnected. A Reestablish Connection box will appear for you to easily reconnect to the internet.




*To Ignore an Incoming Call*

Step 1 Just disregard the audible rings. It will ring 5 times and then will quit.

Step 2 Or, you may pick up the handset and immediately hang up.

**Note: Use of the Call Waiting feature requires:**

- *Action*tec's Call Waiting Modem
- Call Waiting Service from your telephone company
- You are using your Call Waiting Modem.
- You have a phone connected to the Call Waiting Modem.
- You **do not** disable the Call Waiting Service from your telephone company via the touch-tone sequence of : *70.

## Using The Call Waiting Control Utility

The Call Waiting Control Utility software allows you to decide how you want to manage incoming phone calls while online. It gives you three choices. While you are online, you can choose to have the modem ring, notifying you of an incoming phone call. You can also choose to have the modem automatically terminate your Internet connection upon receipt of a call. Or you can disable Call Waiting altogether.

- **"Enable Call Waiting Ringing (Still Online)"**--If you select this option the modem will ring when you receive an incoming call. With this option selected, you can pick up the phone, find out who is calling, hang up within approximately 7 seconds, and resume surfing the Internet. Or you can ignore the call altogether. You can also place the caller on hold by hanging up the phone. Then you can finish your work online, pick up the phone again and continue your conversation.

- **"Automatic Online Disconnection Upon Receipt Of Call"--** By choosing this option, your incoming calls will have priority over the Internet connection. All of your household phones will ring when you receive an incoming call. Your link to the Internet will have been terminated, and anyone in the house may pick up the phone and speak to the caller.

- **"Disable Call Waiting Notification (Ringing)"--** the effect of this option is similar to that of the "*70" prefix you can dial to disable call waiting. If you choose this option you will NOT be notified of incoming phone calls while online, and your callers will hear a ring, as if you were not home to answer.

# AT Command Set

There may be times when you need to access the modem manually with AT commands. These commands may be sent to your modem from a PC running communications software such as Hyper Terminal.

## *Command Format*

All commands must begin with the **AT** prefix, followed by the parameter and ending with the **ENTER** key. All commands may be typed in either upper or lower case, but not mixed. A command without any parameters will be considered as specifying the same command with a parameter of "**0**". The maximum command length is eight (8) characters. The modem does not count the AT prefix, carriage returns, or spaces.

Example: **ATH [ENTER]**

This command causes your modem to hang up.

**Basic AT Commands**

In the following listings, all default settings are printed in **bold text.**

| **Command** | | **Function** |
|---|---|---|
| A/ | | Repeat last command. **Do not** precede **A/** with **AT** or follow with **ENTER** |
| A | | Answer |
| D | | Dial command |
| | P | Select pulse dialing; affects current and subsequent dialing |
| | T | Select tone dialing; affects current and subsequent dialing |
| E*n* | | Command echo |
| | E0 | Disables echo |
| | **E1** | **Enables echo (default)** |
| H*n* | | **Switch hook Control** |
| | **H0** | **Hangs up the telephone line (default)** |
| | H1 | Picks up the telephone line |
| L*n* | | Speaker volume |
| | L0 | Off or low speaker volume |
| | L1 | Low volume |
| | **L2** | **Medium volume (default)** |
| | L3 | High volume |

*AT Commands Affecting ITU-T V.90 Operation*

There are 3 S-registers which support K56flex, V.90, and V.34 connections. S38 sets the maximum downstream speed that the modem attempts to connect. To disable V.90, set S38 to 0. The S37 register is used to control the upstream V.34 rate. Use the S109 register to select between K56flex and V.90 protocols.

| **S37** | **Dial Line Rate (default 0)** |
|---|---|
| S37 = 0 | maximum modem speed (default) |
| S37 = 1 | reserved |
| S37 = 2 | 1200 bits/s and 75 bits/s |
| S37 = 3 | 300 bits/s |
| S37 = 4 | reserved |
| S37 = 5 | 1200 bits/s |
| S37 = 6 | 2400 bits/s |
| S37 = 7 | 4800 bits/s |
| S37 = 8 | 7200 bits/s |
| S37 = 9 | 9600 bits/s |
| S37 = 10 | 12000 bits/s |
| S37 = 11 | 14400 bits/s |
| S37 = 12 | 16800 bits/s |
| S37 = 13 | 19200 bits/s |
| S37 = 14 | 21600 bits/s |
| S37 = 15 | 24000 bits/s |
| S37 = 16 | 26400 bits/s |
| S37 = 17 | 28800 bits/s |
| S37 = 18 | 31200 bits/s |
| S37 = 19 | 33600 bits/s |

| **S38** | **56K Dial Line Rate (default 1)** |
|---|---|
| S38 = 0 | Disable all 56K connections |
| S38 = 1 | autorate - maximum achievable connection (default) |
| S38 = 2 | 29333 bits / s |
| S38 = 3 | 30666 bits / s |
| S38 = 4 | 32000 bits / s |
| S38 = 5 | 33333 bits / s |
| S38 = 6 | 34666 bits / s |
| S38 = 7 | 36000 bits / s |
| S38 = 8 | 37333 bits / s |
| S38 = 9 | 38666 bits / s |
| S38 = 10 | 40000 bits / s |
| S38 = 12 | 42666 bits / s |
| S38 = 13 | 44000 bits / s |
| S38 = 14 | 45333 bits / s |
| S38 = 15 | 46666 bits / s |
| S38 = 16 | 48000 bits / s |
| S38 = 17 | 49333 bits / s |
| S38 = 18 | 50666 bits / s |

S38 = 19 52000 bits / s
S38 = 20 53333 bits / s

**S109 K56flex and V.90 Selection (default 1)**

Use this register to disable 56K connections or to choose between K56flex and V.90 protocols. The default setting (S109=1) will attempt K56flex and then V.34 depending upon the central site modem being called and your phone line conditions.

S109 = 0 Disable all 56K connections
S109 = 1 K56flex only, V.90 disabled (default)
S109 = 2 V.90 only. K56flex disabled

*Examples*

**at&fs38=0s109=0** This will disable ALL 56K connections

**at&fs38=1s109=1s37=14** This will disable V.90 connections. The modem will try to connect at K56flex rates with the V.34 upstream rate limited to 21.6K bps.

**at&fs38=1s109=2** This will cause the modem to attempt a V.90 connection only. If V.90 is not achieved, it will fall back to V.34 rates.

**at&fs38=10s109=2** This will cause the modem to attempt a V.90 connection at 40K bps. It will fall back to slower speeds if it cannot achieve or maintain this rate.

As a suggested “init string” in your communications program, use:

**at&fw2s109=2s38=1s37=14**

# Help and Service Information

## *General Troubleshooting Tips*

This section presents solutions to some common problems you may experience when installing your modem. Some solutions may not apply to your operating system or environment. If you cannot resolve your difficulty, contact your dealer or vendor for assistance.

## *Modem Does Not Respond To Commands*

- Verify that the modem is on, receiving power from the USB port.
- Make sure the modem is plugged into a USB port. Consult your computer user's manual for the location and function of your installed USB port(s).
- Make sure the modem is initialized correctly. Issuing AT&F and pressing the ENTER key will reset the modem to its factory default settings.
- Make sure the baud rate setting in the communications software is set to the correct value. An incorrect baud rate prevents the modem from operating properly.
- Make sure the phone cable is plugged into the "Line" jack on the back of the modem.

## *Modem Does Not Dial*

- Make sure the modem is turned on, and connected to a working phone line. Replace the modem with a telephone to ensure that the line is working.

## *Modem Dials But Does Not Connect*

- Make sure the communications software is configured to the same COM Port and IRQ setting as the modem.
- Be sure the phone line is working properly. Replace the modem with a regular phone and dial the number. If the line sounds noisy, you may have difficulty making data-transfer connections.

## *Modem Experiences Errors Or Disconnects*

- Make sure the phone line does not exhibit excess noise.

- Make sure RTS/CTS hardware flow control is enabled and XON/XOFF software flow control is disabled in the communications software.

*Unable To Get "More Info" Information in "Modems," Or Enter Any AT Commands (Windows 98)*

- Your version of Windows 98 may need to be updated. Download Service Pack 1, also known as "Windows 98 Update," from **http://windowsupdate.microsoft.com/.** Download the update. After downloading, on the taskbar, click **Start.** On the **Start** menu, click **Run.** Type in the directory to which you downloaded the file. After the directory type a backslash "\" and then the name "Wucsp.exe." Follow the on-screen instructions.

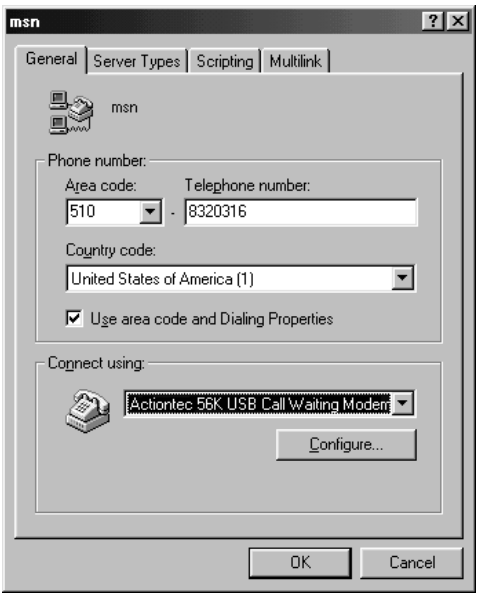
## *Reconfiguring a Windows Dial-Up Networking Connection*

When you attempt to check your modem using the **More Info** button, HyperTerminal, or to configure a Dial-Up Networking connection; Windows may issue the infamous "COM Port open" error message. This means that some previously installed modem configurations using the same COM Port as the *Action*tec 56K USB Call Waiting Modem and are interfering with it's operation. These are most likely old Dial-Up Networking connections. This problem is easily corrected by following these simple steps.

Step 1 Double-click the **My Computer** icon located on the Windows Desktop screen.

Step 2 In **My Computer**, double-click the **Dial-Up Networking** folder icon. Find the dial-up profile for any old modem(s). Using your **right** mouse button, click **once (1 time)** on the icon to bring up the menu.

Step 3 Select **Properties** from the menu to bring up the **Properties** screen. In the **Connect using** box, select your new modem and then click the **OK** button. This will reconfigure the dial-up profile to point to the new modem. The picture below shows a Dial-Up Networking profile being changed from an older modem to the newer *Action*tec 56K USB Call Waiting Modem. Be sure to perform this procedure on ALL Dial-Up connections present. After you have clicked the **OK** button in the **Properties** screen, you should restart the computer. This should clear the "Open COM Port" error.



# Notices

*Declaration of Conformity*

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio and television reception, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient the receiving antenna.

• Increase the separation between the equipment and receiver.

• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

• Consult the dealer or an experienced radio/TV technician for help.

**CAUTION: CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED BY THE PARTY RESPONSIBLE FOR COMPLIANCE COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.**

*Telecommunications Regulations*

The following three statements are provided in accordance with the Federal Communications Commission (FCC) and CDOC (Canada) regulations. Please read these statements carefully before installing your modem.

## FCC PART 68 REQUIREMENTS

This equipment complies with Part 68 of the FCC Rules. On the bottom of this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. If requested, this information must be given to the telephone company.

The REN is used to determine the maximum number of devices connected to your telephone line that will ring in response to an incoming call. In most, but not all, areas, the total REN of devices connected to a line should not exceed five (5.0). To find out the total permitted in your area, contact your local telephone company.

If your telephone equipment causes harm to the telephone network, the telephone company can discontinue your service temporarily. If possible, the company will notify you in advance. But if advance notice isn't practical, you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC.

Your telephone company can make changes in its facilities, equipment, operations, or procedures that could affect the operation of your equipment. If so, you will be notified in advance so you can make the changes needed to maintain uninterrupted service.

If you experience trouble with this equipment, please contact the manufacturer at the address given in this manual. The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment in is not malfunctioning.

*Canadian Department Of Communications (CDOC) Certification Label*

**NOTICE:** The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

**CAUTION:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

**NOTICE:** The LOAD NUMBER (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop which is used by the device, to prevent overloading. The termination on a loop may consist of any combination of devices subject only to the requirement that the sum of the LOAD NUMBERS of all the devices does not exceed 100.

*Industry Canada Class B Emission Compliance Statement*

This Class B digital apparatus meets the requirements of the Canadian Interference Causing Equipment Regulations.